GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:3527
ANSWERED ON:19.08.2003
REVAMPING OF PUBLIC GRIEVANCES SYSTEM
MADAN PRASAD JAISWAL;MANSINH PATEL;RAM TAHAL CHOUDHARY;SHIVAJI MANE

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether CVC propose to revamp the public grievances redressal system;

(b) if so, the details thereof;

(c) the reforms proposed to be implemented to curb corruption specially in Government offices and also to make the grievances cells in different departments more effective;

(d) whether CVC has suggested some code of conduct for the top bureaucrats in the country;

(e) if so, the details thereof; and

(f) the reaction of the Government thereto?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS AND MINISTER OF STATE IN THE MINISTRY OF PERS(PUBLIC GRIEVANCES AND PENSIONS. (SHRI HARIN PATHAK)

(a) & (b): As per the information provided by the CVC, no proposal has been made for revamping the Public Grievances redressal system.

(c): The Government is fully committed for the redressal of grievances of general public and has taken several measures for ensuring transparency in governance, curbing corruption and redressal of public grievances, including setting up of information and facilitation counters, in various Ministries/Departments/Organizations of Central Government, Publishing citizens` Charters, establishing Public Grievances monitoring system etc.

(d): No Sir.

(e) & (f): Does not arise.